Instruction Manual

Jatheon cCore v3 End User Manual

Thank you for choosing Jatheon Technologies. This guide describes the most common tasks you can perform on your cCore archiving appliance.

*Please note that the system presented in this manual may differ from yours depending on the version of the software you're currently using.

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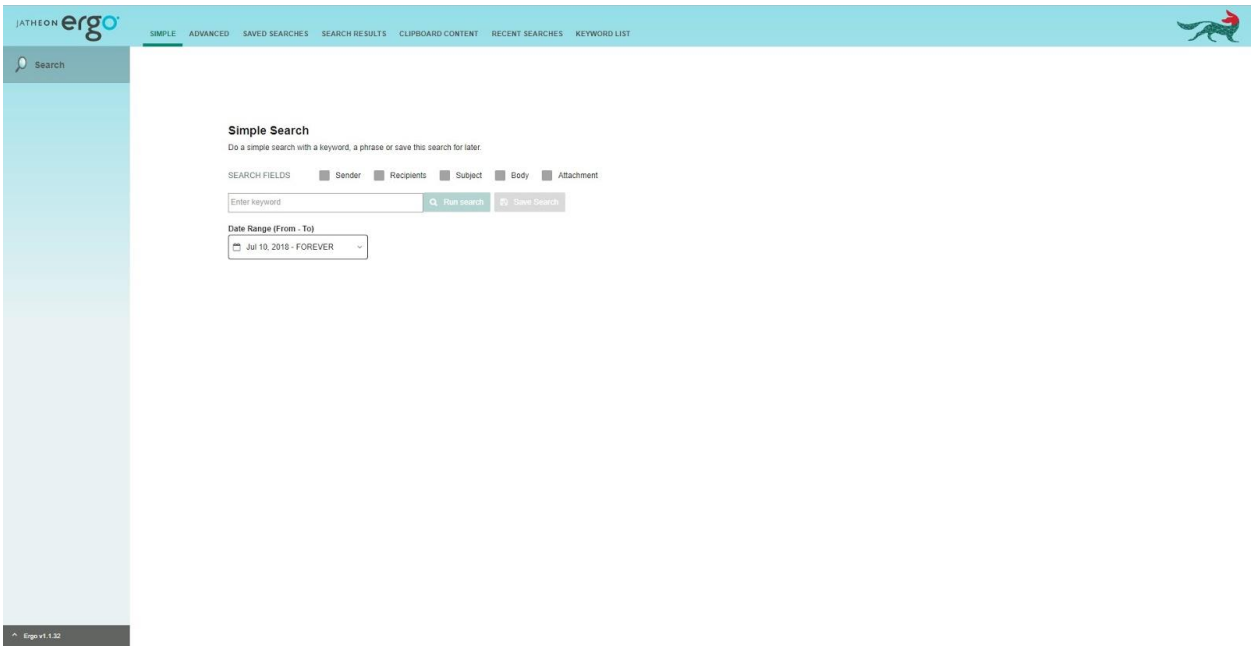
1. Simple Search

Introduction

You can use Simple Search to search through and locate your archived emails. If you really know specific data you're looking for, you'll be able to find it among millions of other emails, in a matter of seconds. You should use Simple Search rather than Advanced Search when you know what specific email/messages you're looking for. There are a few important filter fields to choose from: Sender, Recipients, Subject, Body, Attachment.

Simple Search Location

After logging in, Simple Search is the first page/tab that you'll see.



Options, Search Fields and Conditions

If you select multiple check boxes (e.g. Body and Subject) and enter the desired keyword, search will display any email/messages that contain the keyword at least in one place, in the body or in the subject (or in both). Note that the condition is never that the keyword must be in both places. Clicking the search button will of course run search. To open the search result page/tab, you can press Enter on you keyboard as well. The calendar is here for filtering a specific time range. The Save Search option will give you the possibility to run that same search again from the saved search section. At least one check box/field is mandatory.

Sender

If you select this check box, search will only look into the **From** section of email. You can use first names, last names, domains or any combinations of keywords here.

Recipients

If you select this check box, search will look into the **To**, **Cc**, **Bcc**, **Hidden** section of email, i.e. every kind of recipients. You can use first names, last names, domains or any combinations of keywords here.

Subject

If you select this check box, search will only look into the **Subject** section of email. You can use letters, numbers or special character here.

Body

If you select this check box, search will only look into the **Body** section of email. You can use letters, numbers or special character here.

Attachment

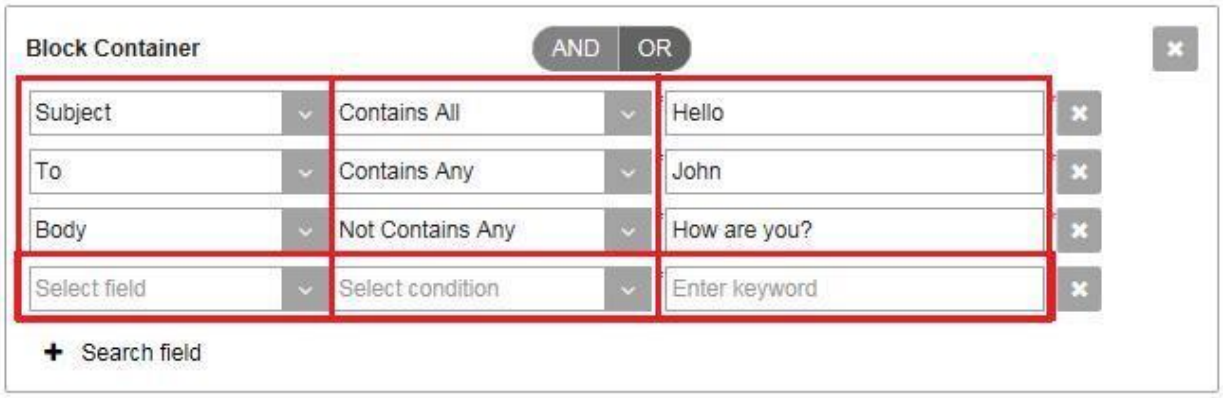
If you select this check box, search will look into email attachment/s, and search for two criteria: attachment file name, and content/data inside of the attachment.

2. Advanced Search

Introduction

You can use Advanced Search to find any emails that are archived. If you know two or more bits of information about a specific email you're looking for, you can find it among millions of other emails, in a matter of seconds. There are a lot of fields with lots of different conditions to choose from.

Some fields, if they are similar, will share same conditions, whereas others will have completely unique conditions. The following picture explains what constitutes a field, a field condition and a keyword.

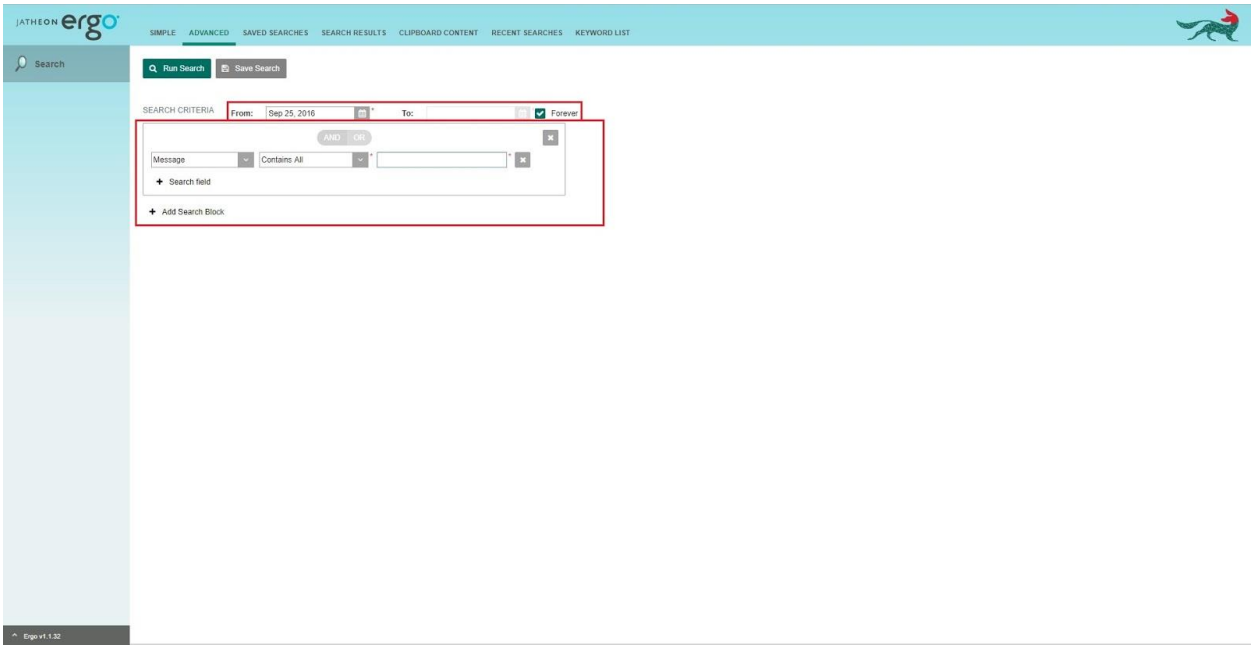


Advanced Search Location

After logging in, you will see the Simple Search section of the system (default view after login). Click on the Advanced Search tab.

After you've clicked on the Advanced Search tab, you'll see the Advanced Search page with all its options:

- Run Search
- Save Search
- From
- To
- AND/OR buttons
- + Search Field
- + Add Search Block
- Cancel X icon
- Search Block Container



Using Advanced Search (Basics)

- **From/To**
  Allows you to filter the time period.

- **Block Container**
  By default, only one block container will be displayed with Message as pre-selected field and Contains All as the default condition. You can add more block containers by clicking on **+Add Search Block**. Alternatively, you can add more search filters/fields to an existing block container by clicking on **+Search Field**.

- **Keyword**
  The third section in the block container is always the keyword field. Note that some fields are text boxes while some are drop-down menus with predefined values.

- **Save Search**
  This option is very useful once you have set up your search the way you want it and if you plan to use that same search in the future again. To avoid doing it all over again every time, just click on the Save Search button. A small pop-up will appear asking you to name your saved search. Click Save. Please note that the system does not allow saved searches with the same names.

- **Run Search**
  When you have set up your search the way you want it, just click on this button and it will open the Search Results page/tab with emails/messages displayed in a list.

- **X icon next to a keyword**
  This icon will remove the field, condition and keyword entirely with all its data.

- **X icon next to a block container**
  This icon will remove the entire block container with all its data.

- **AND/OR buttons**
  They will be grayed out by default, but once you add one more field to search within the same block container, they will become available for use.

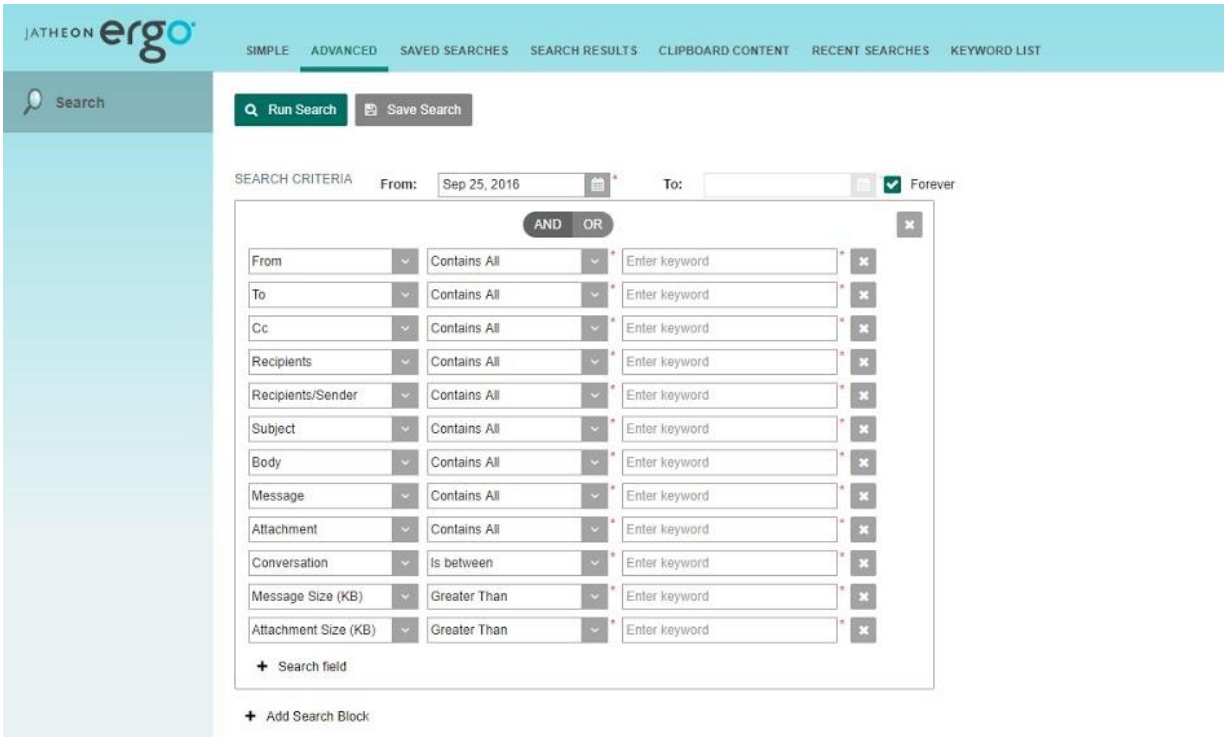
  AND means that search will display only emails that contain all of the specified requirements together, within a search block. Any emails/messages that lack one or more fields/conditions will not be displayed. For example, if you search: From >**John**, To >**Nikola**, Body >**Text,** you'll only see emails/messages that have John as sender, Nikola as receiver, with text in the email body.

  OR means that search will display any emails containing at least one of the criteria specified in the block container. Even if the email contains all three fields, on the search results page you'll see ANY emails that meet at least one of the search criteria: John as the sender, or Nikola as the receiver, or Text in body of email.

Search Fields

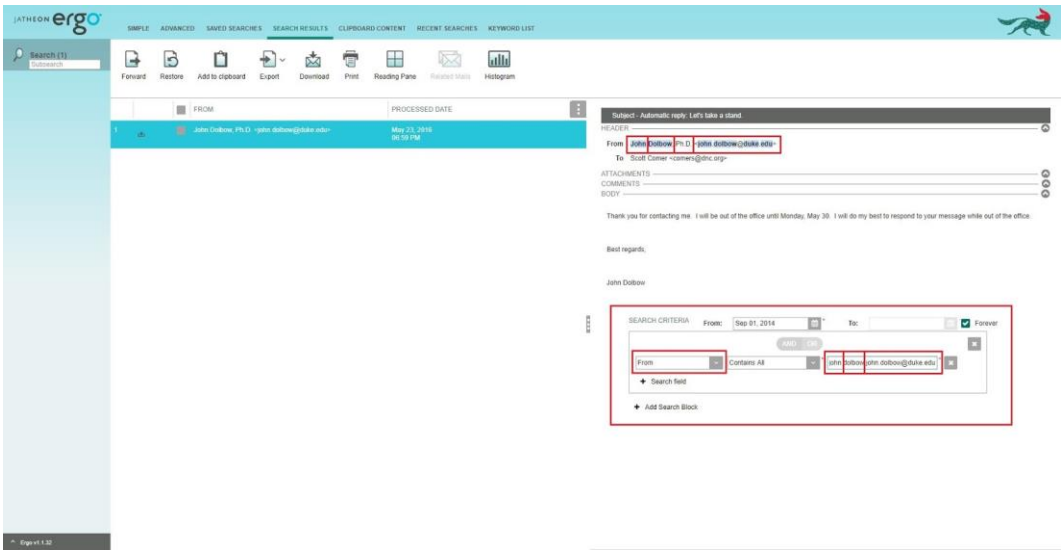
This is the list of all search fields. Under this list you'll find detailed explanation of every field itself with its first default condition. Some fields can search for only one section of an email/message, while other fields may search for more.

- From
- To
- Cc
- Bcc
- Hidden
- Recipients
- Recipients/Sender
- Subject
- Body
- Message
- Attachment
- Conversation
- Message Size (KB)
- Attachment Size (KB)



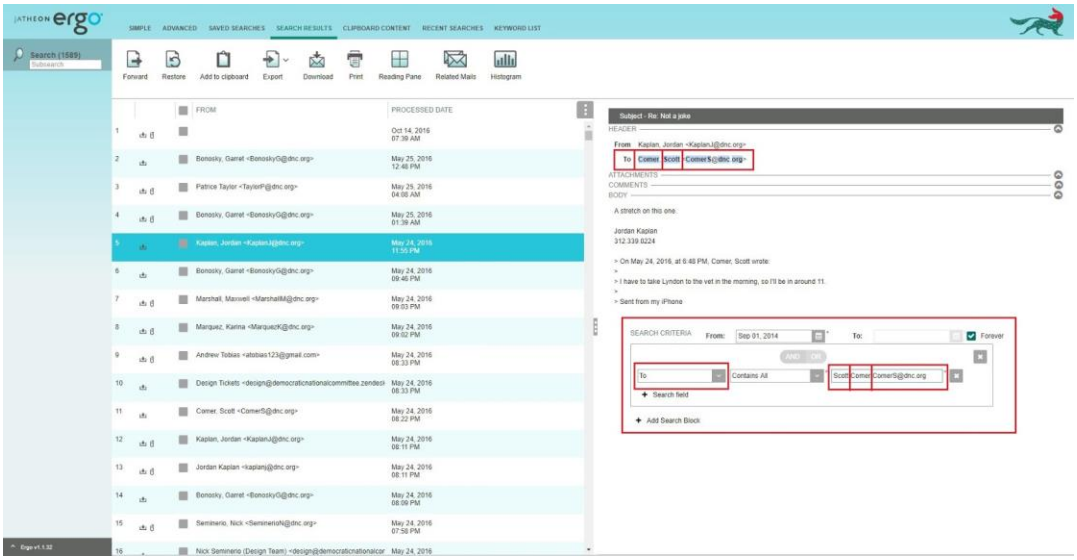
From

This field will search for the **Sender** of email/messages and nowhere else. It can be a single word, first name or last name, an entire email address or domain or different combinations. Here you can see what was used as the keyword for **From** field, and what will be displayed and highlighted on the search results page/tab.



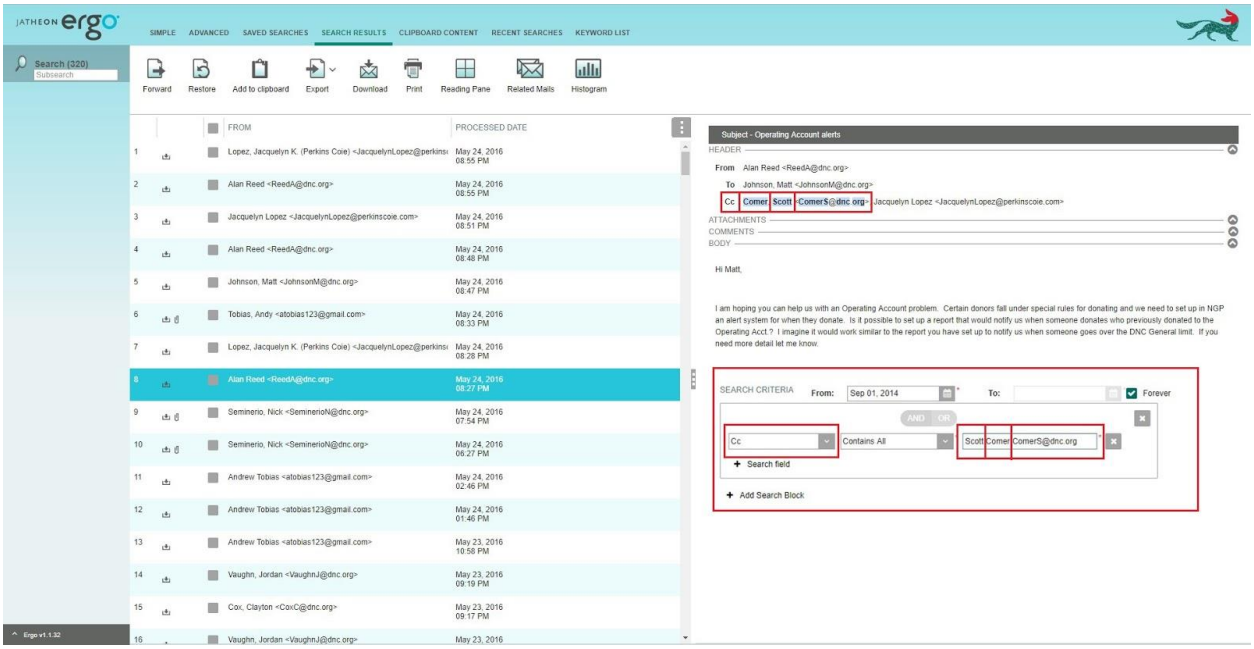
To

This field will search only in **Recipient(s)** of emails/messages in **To** section and nowhere else. It can be a single word, first name or last name, an entire email address or domain, or different combinations. Here you can see what was used as the keyword for To field, and what will be displayed and highlighted on the search results page/tab.



Cc

This field will search only for **Recipient(s)** of emails/messages that was/were added in the **Cc** section and nowhere else. It can be a single word, first name or last name, an entire email address or domain or different combinations. Here you can see what was used as the keyword for **Cc** field, and what will be displayed and highlighted on the search results page/tab.

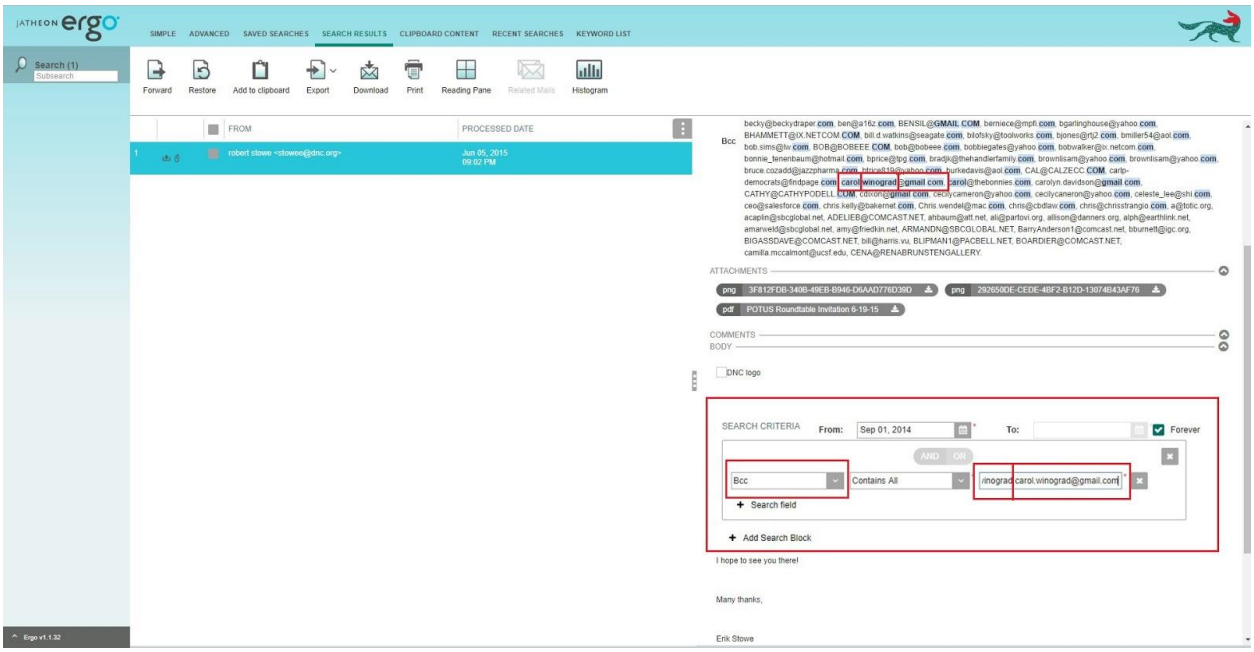


Bcc/Hidden

These fields will search only for **Recipient(s)** of emails/messages that was/were added in the **Hidden/ Bcc** section (**Blind Carbon Copy**) and nowhere else.

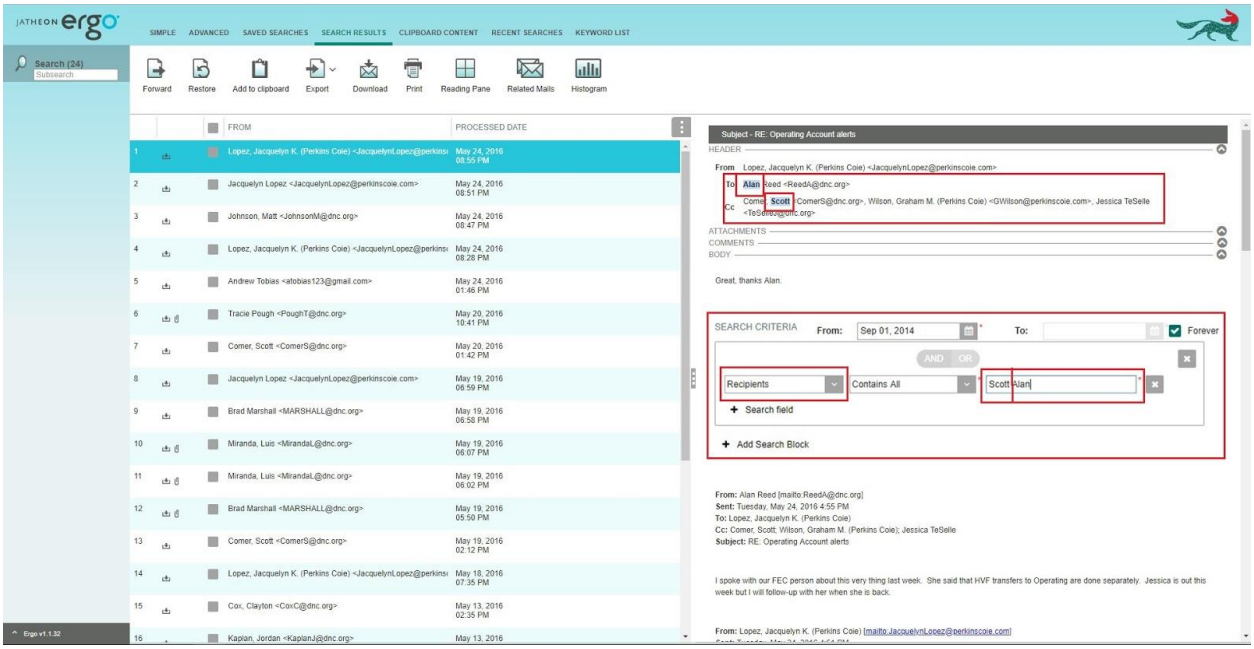
It can be a single word, first name or last name, an entire email address or domain or different combinations. Here you can see what was used as the keyword for **Hidden/Bcc** fields and what will be displayed and highlighted on the search results page/tab.

Depending on your email server setup/type and email types that are being processed, you can use the Hidden or Bcc option to search for hidden recipients.



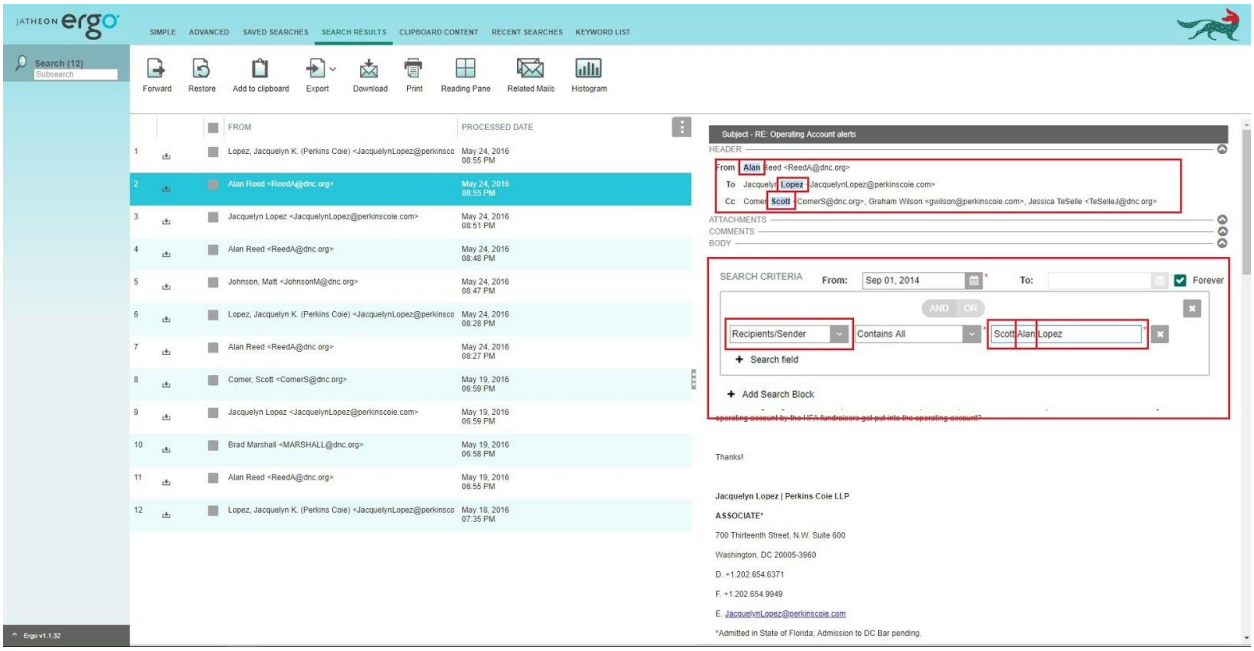
Recipients

This field will search for all recipients of email/messages that were added in any of the following sections: **To**, **Cc**, **Bcc** or **Hidden**. Your query can be a single word, first name or last name, an entire email address or domain or different combinations. Here you can see what was used as the keyword for **Hidden** field, and what will be displayed and highlighted on the search results page/tab.



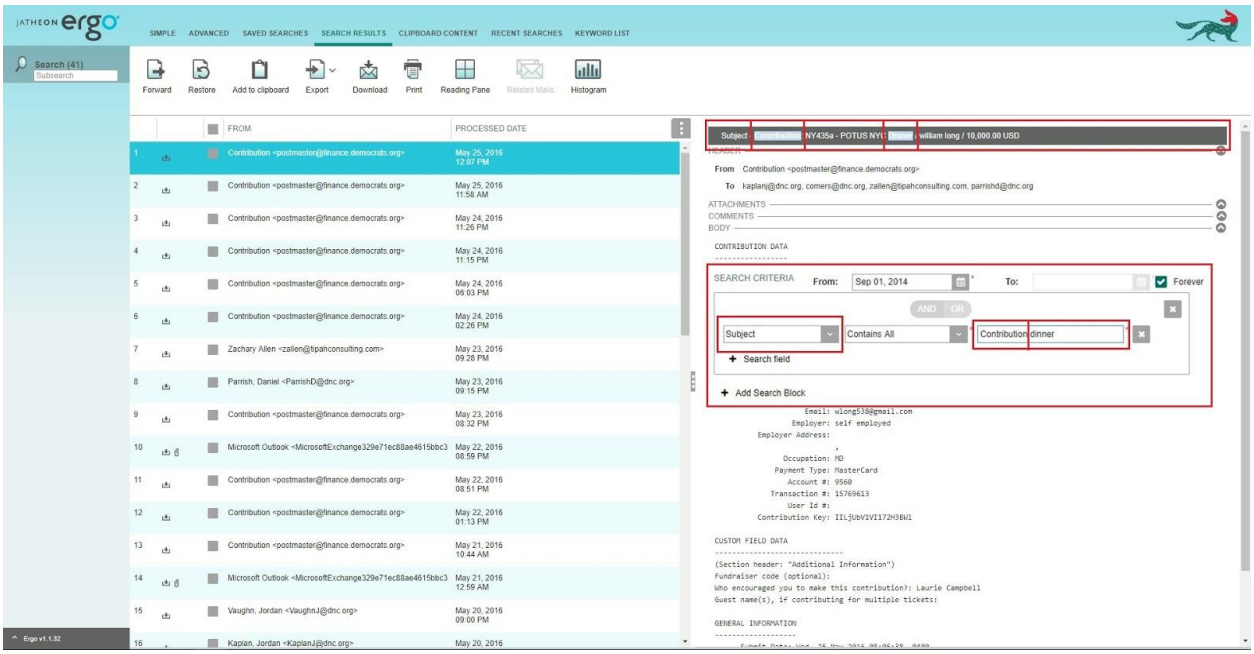
Recipients/Sender

This field will search for **Sender** and **Recipient(s)** of email/messages that were added in any of the following sections: **From**, **To**, **Cc**, **Bcc** and **Hidden**. Your query can be a single word, first name or last name, an entire email address or domain or different combinations. Here you can see what was used as the keyword for **Recipients/Sender** field, and what will be displayed and highlighted on the search results page/tab.



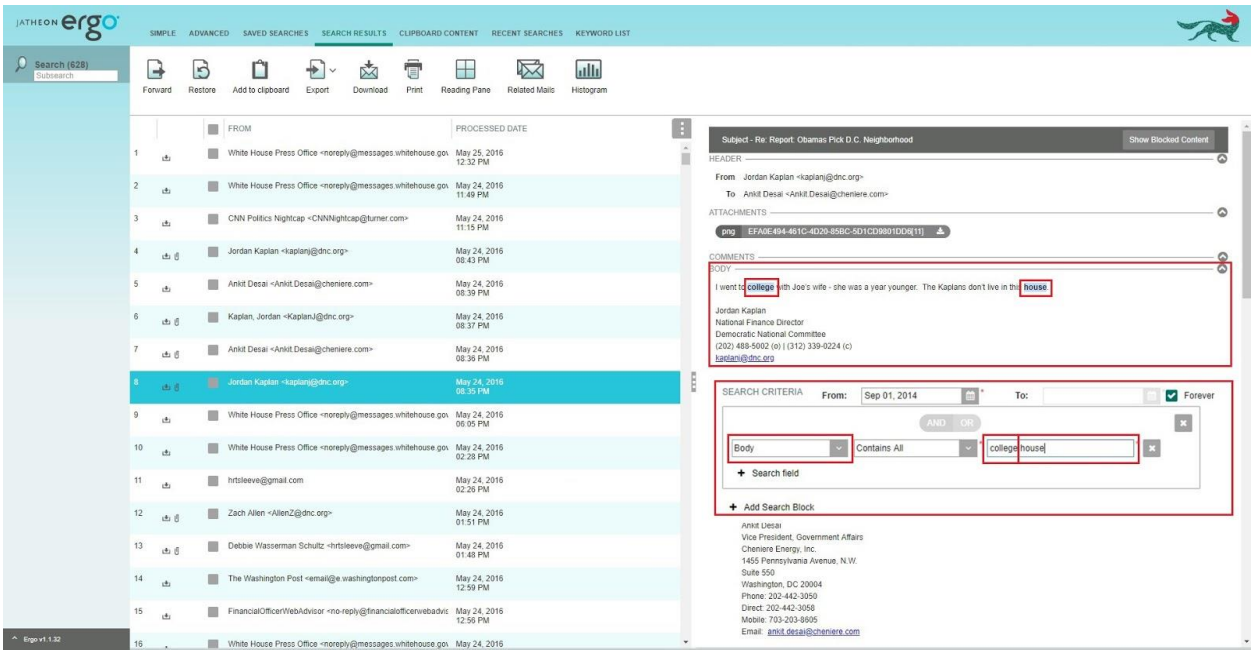
Subject

This field will search only in the **Subject** section of emails/messages and nowhere else. Your query can be a single word or more words, first name or last name. It can also contain numbers, special characters, or any combinations of previous things. Here you can see what was used as the keyword for **Subject** field, and what will be displayed and highlighted on the search results page/tab.



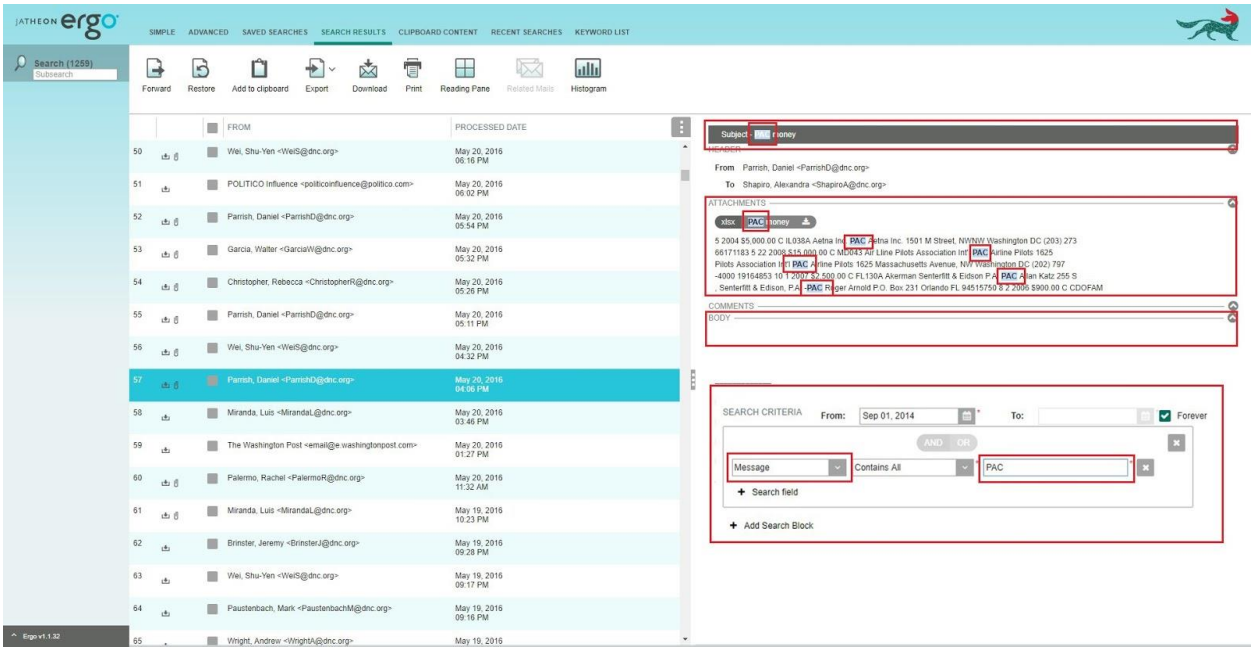
Body

This field will search only in the **Body** section of emails/messages and nowhere else. Your query can be a single word or more words, first name or last name. Here you can also use numbers, special characters, or any combinations of previous things. Here you can see what was used as the keyword for **Body** field, and what will be displayed and highlighted on the search results page/tab.



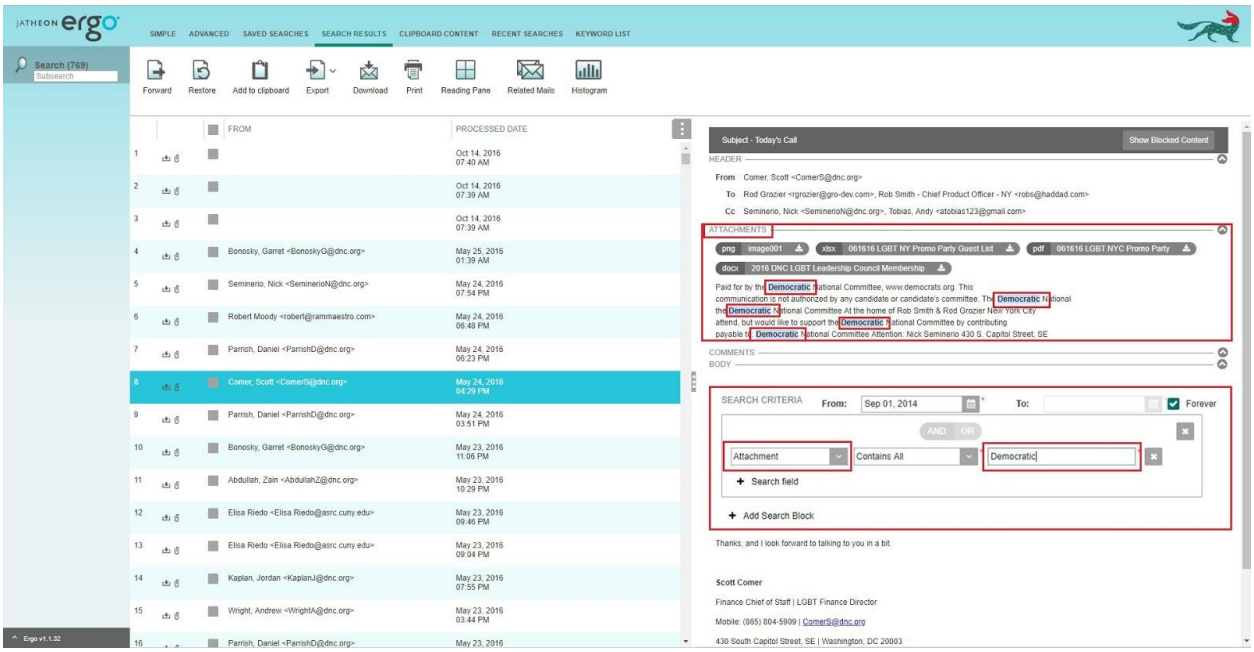
Message

This field will search in 4 sections of an email/message: **Subject**, **Body**, **Attachment (File name** and **Data/Text inside of attachment file)**. Your query can be a single word or more words. Here you can also use numbers, special characters, or any combinations of previous things. Here you can see what was used as the keyword for **Message** field, and what will be displayed and highlighted on the search results page/tab.



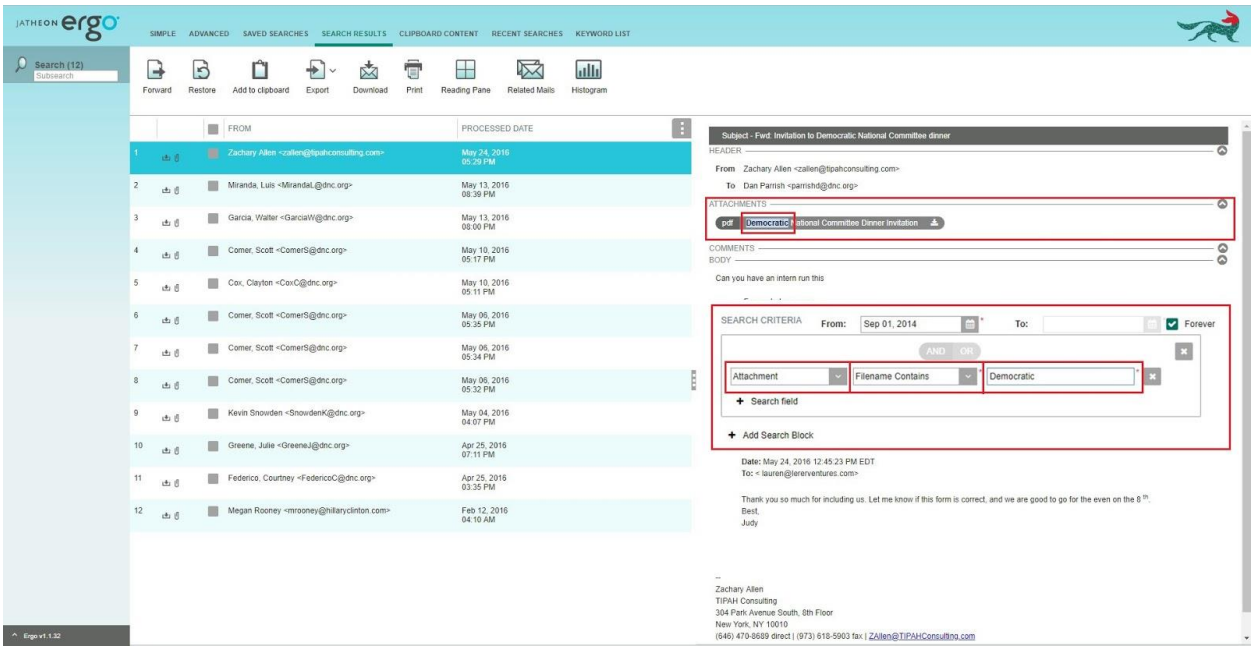
Attachment – Text/Data Inside of Attachments

This field can search in 2 sections of email/message: **Attachment** (**File Name**) and **Text/data inside the attachment files**, depending on the condition. Your query can be a single word or more words, letters, numbers or any combinations of previous things. In this example for **Text/data inside attachments**, you can see what was used as the **keyword** for **Attachment** in combination with the condition, and what will be displayed and highlighted on the search results page/tab.



Attachment – File Name

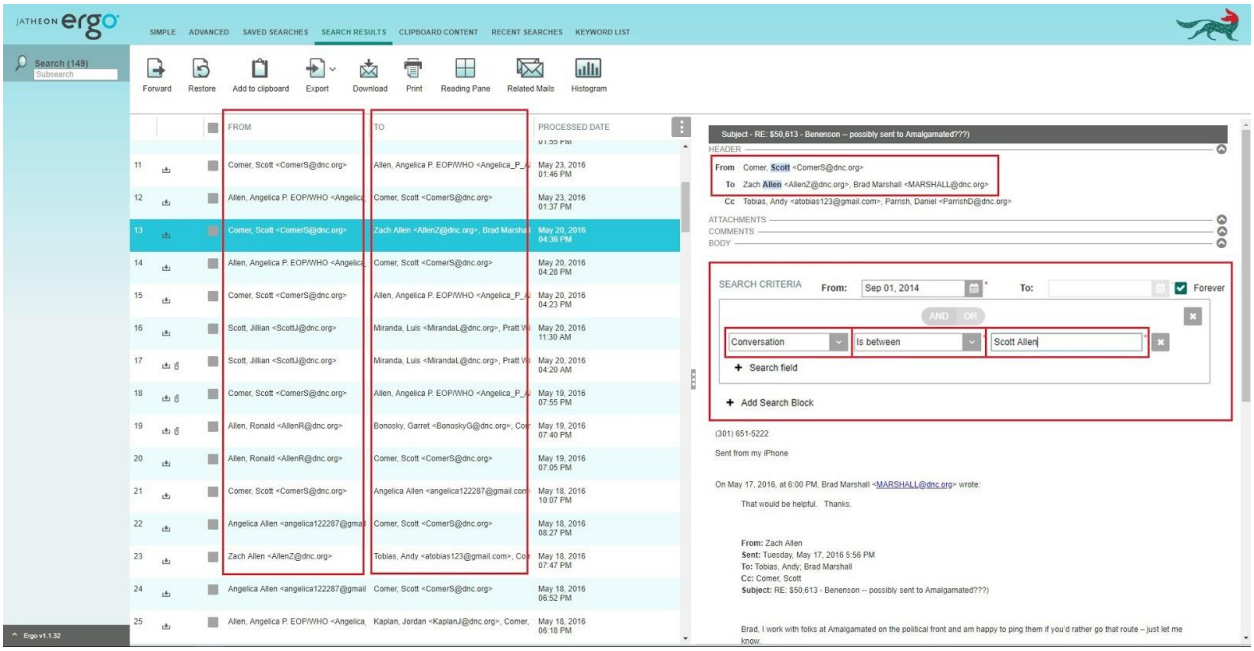
In this example of search done by **Attachment File Name**, you can see what was used as the keyword for **Attachment** in combination with **condition File Name Contains**, and what will be displayed and highlighted on the search results page/tab.



Conversation

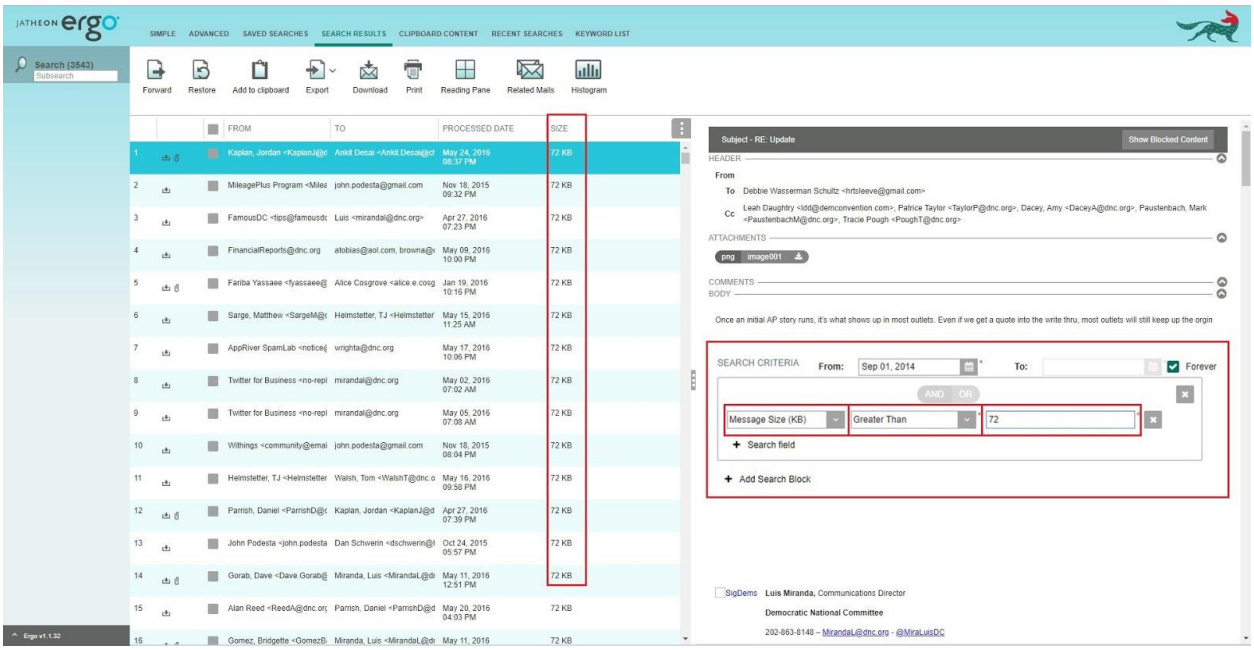
This field will search for both Sender and Recipient of email/messages, and it will display all data that have e.g. John as sender + Nikola as receiver, or Nikola as sender + John as receiver. Your query can be a single word, first name or last name, an entire email address or domain or any other combination.

Here you can see what was used as the keyword for **Conversation** field, and what will be displayed and highlighted on the search results page/tab.



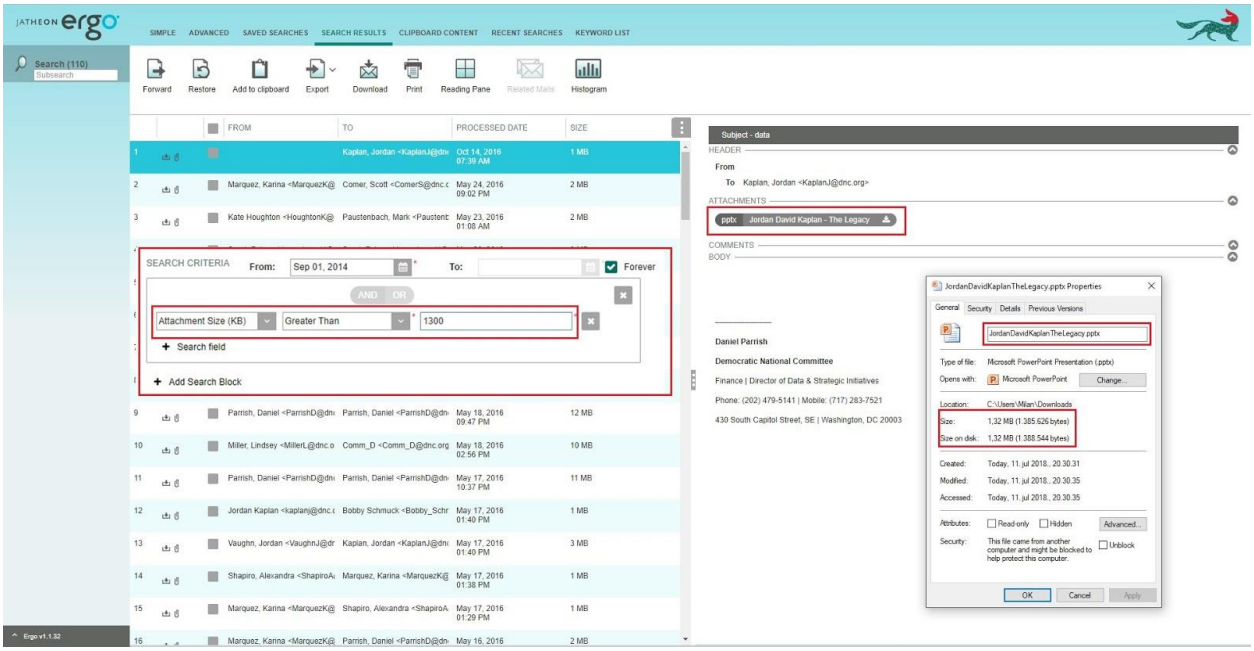
Message Size

This field is self-explanatory. In this particular example, the system will display only emails that are larger than 72 KB because we used the condition **Greater Than**. You can set it up in reverse manner, using the other condition – **Less Than**. In this field, letters or special characters are forbidden. You can use only numbers.



Attachment Size

This field is self-explanatory. In this particular example, the system will display only attachments that are larger than 72 KB because we used the condition **Greater Than**. You can set it up in reverse manner using the other condition – **Less Than**. In this field, letters or special characters are forbidden. You should use only numbers.



Field Conditions

This is the list of all conditions for all the fields. Under this list, you'll find a detailed explanation of every listed condition. Most of the conditions are repeated for similar fields and they are exactly the same. Some fields, however, have unique conditions.

- Contains All
- Contains Any
- Contains Phrase
- Not Contains Any
- Not Contains Phrase
- Less Than
- Greater Than
- In Group
- In OU
- Not In OU
- Not In Group
- Has Keyword
- Not Has Keyword
- File Name Contains
- File Name Not Contains
- Is Between

Contains All

If there's more than one keyword used, search will display only emails/messages that contain all of the specified keywords. If only one keyword is not found, that email/message will not be displayed.

Contains Any

If there's more than one keyword used, search will display all emails/messages that contain at least one of the specified keywords.

Contains Phrase

If there's more than one keyword used, search will display only emails/messages that have all the words in exactly the same order as specified in the query, not just anywhere in the email/message.

Not Contains Any

If there's more than one keyword used, search will display only results that don't contain any of the specified keywords. If there's only one keyword found, that email/message will not be displayed.

Not Contains Phrase

If there's more than one keyword used, search will display only emails/messages that don't contain all the words used, but only if they are in exactly the same order as specified, not just anywhere in the email/message.

Less Than

With this option you have to use numbers only. If you use this option in combination with To, Cc, Hidden etc., search will display only emails that have a smaller number of recipients than specified by your keyword. The condition is just less, not equal or less. So if you're looking for 3 recipients in To, Cc or Hidden, remember to use 4 as the keyword.

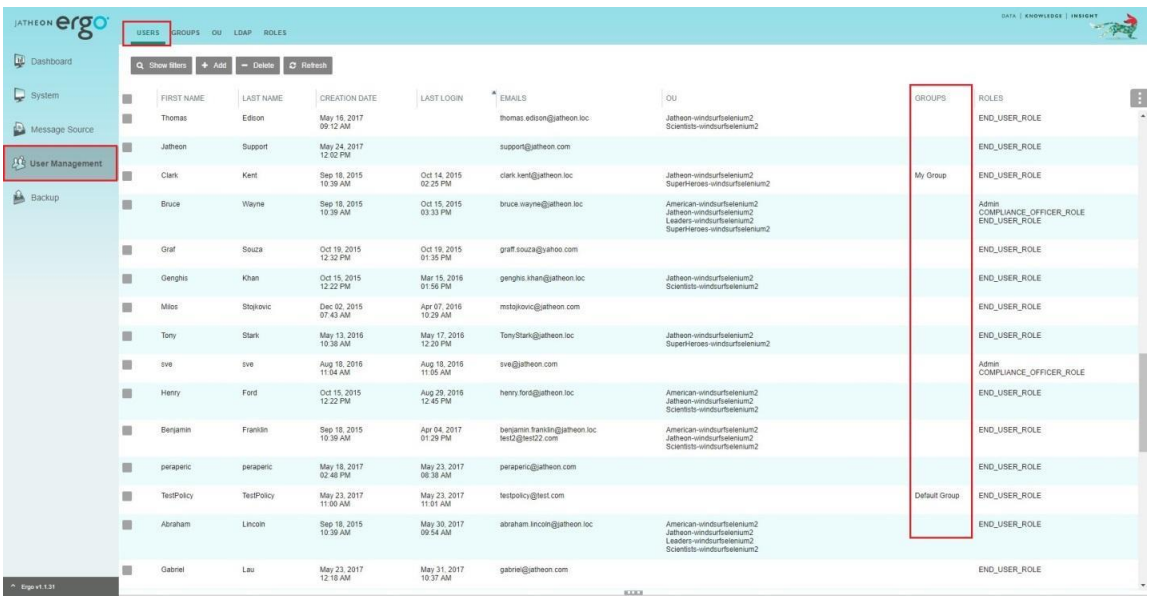
Greater Than

With this option you have to use numbers only. If you use this option in combination with To, Cc or Hidden, search will display only emails that have a higher number of recipients than specified by your keyword. The condition is just greater, not equal or greater. So if you're looking for 3 recipients in To, Cc or Hidden, remember to use 2 as the keyword.

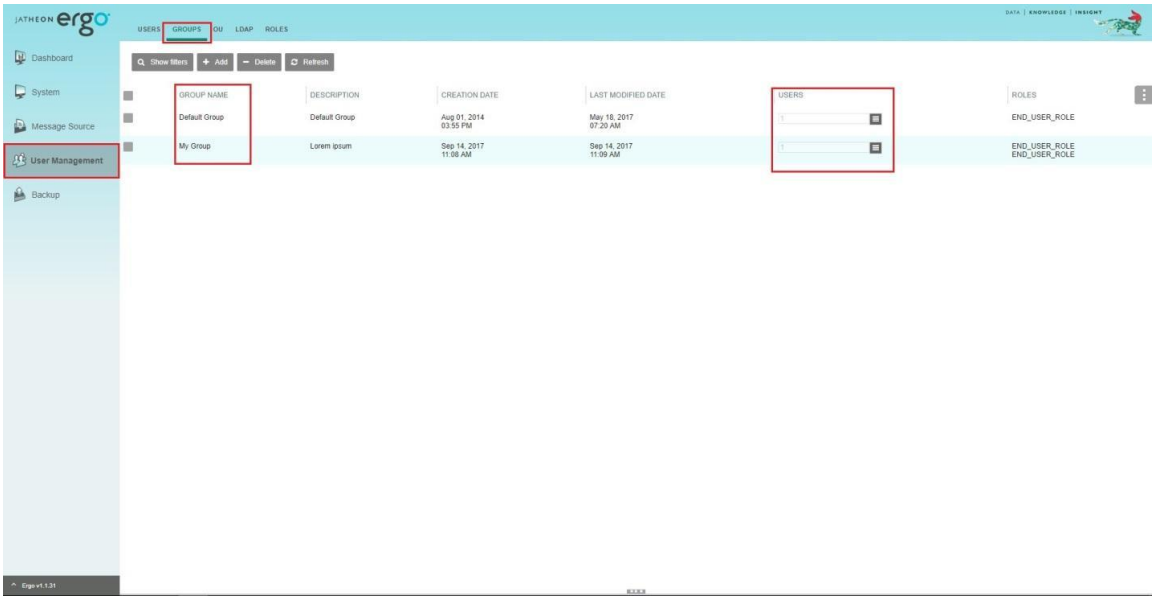
In Group

Group is a value that's created in the Admin menu and allows you to assign users to specific groups. The In Group condition only appears when you search for recipients or senders of emails and messages. Searching for email address-related fields such as From, To, Cc etc. will let you use this condition. The displayed results will only include emails/messages that contain users that belong to the specified group.

You can find out which users belong to what groups in: Admin menu → User Management → Users



or in the Group section.

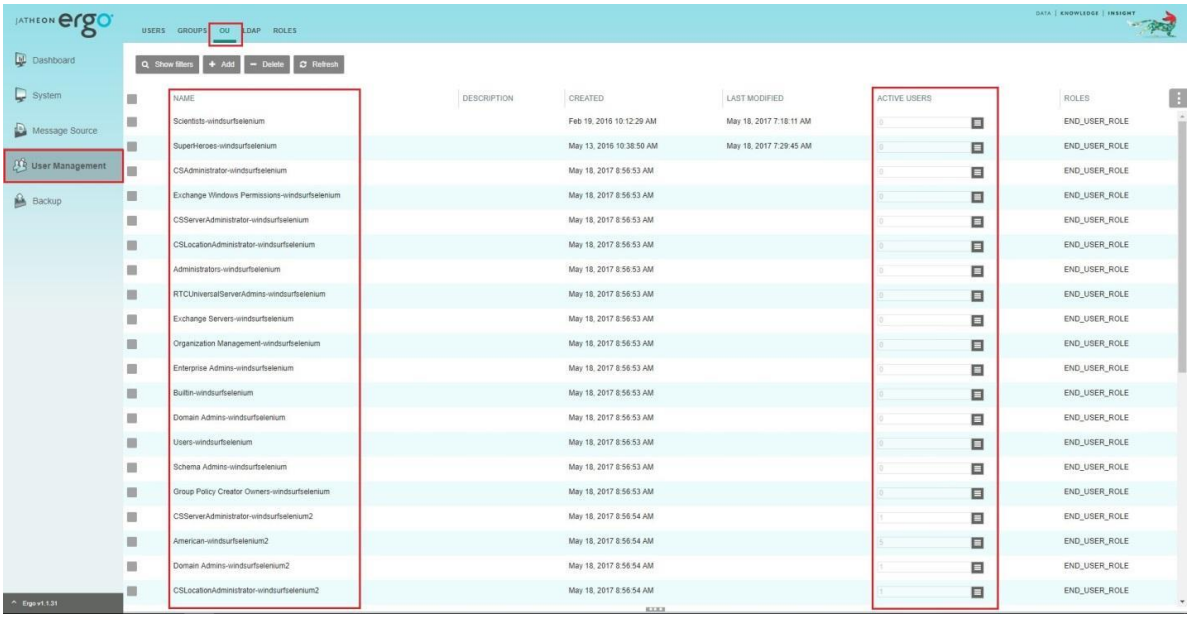


In OU

OU is a value that you can find in the Admin menu for users imported via LDAP option. The In Group condition only appears when you search for recipients or senders of emails and messages. Searching for email address-related fields such as From, To, Cc etc. will let you use this condition. The displayed results will only include emails/messages that contain users that belong to the specified OU.

You can find out what users have what OU in Admin menu → User management → Users

and in the OU section.



Not in Group

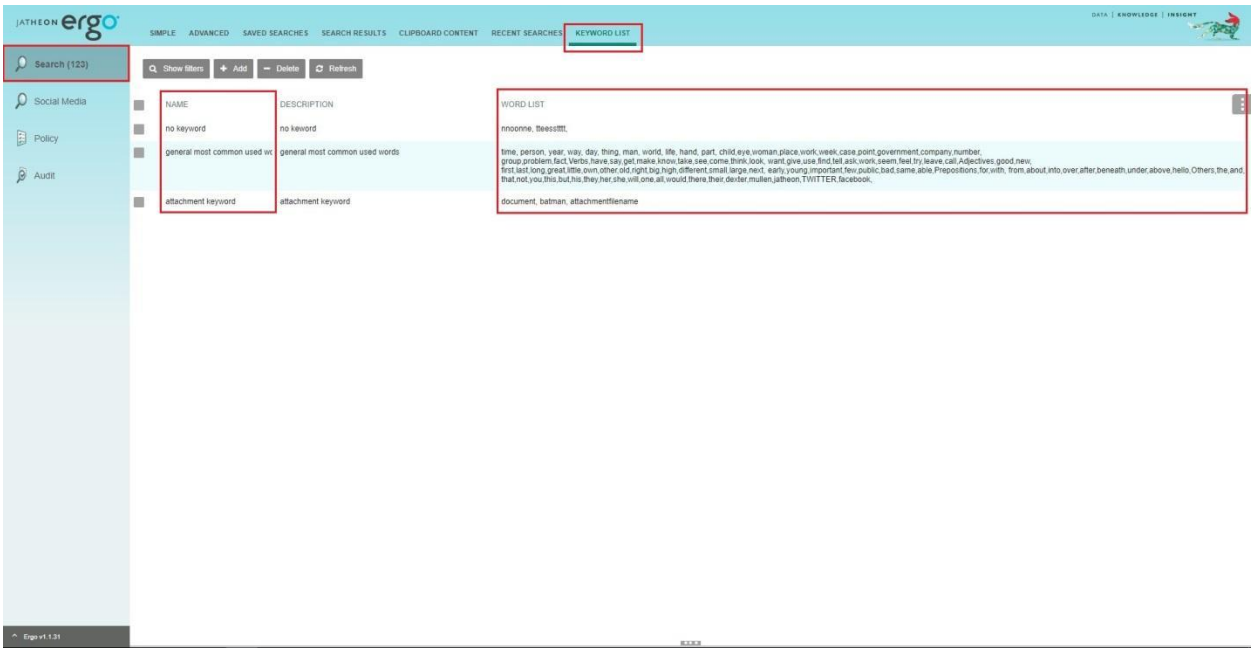
Search will only display email/messages that don't contain users within the searched group. You can find out what users belong to what groups in Admin menu → User management → Users, and in the screenshot above (regarding Groups).

Not in OU

Search will only display email/messages that don't contain users within the searched OU. You can find out what users belong to which OU in Admin menu → User management → Users/OU, and in the screenshot above.

Has Keyword

Keyword is a value that must be previously created using a word list, and only then will it appear in Advanced Search as a proper field condition. You can find and create keywords in: Main Search Menu → Search → Keyword List. Search will display any email/messages that contain any of the words from the word lists for the specified Keyword.



Not Has Keyword

Search will display email/messages that do not contain any of the words from the word lists for the specified Keyword.

File Name Contains

This option only appears for Attachment search criteria. Search will display only emails that got attachment but only with wanted file name.

File Name Not Contains

This option only appears for Attachment search criteria. Search will display only emails that have an attachment but not with the specified file name.

Is Between

This option only appears for Conversation search criteria. Search will display only emails that have the sender and recipients repeating in sender or recipients sections of email/messages. It will search into From and To fields.

Fields and Available Conditions

Field	Conditions
From **To** **Cc** **Bcc** **Hidden** **Recipients** **Recipients/Sender**	Contains All Contains Any Contains Phrase Not Contains Any Not Contains Phrase Less Than Greater Than In Group In OU Not In OU Not In Group Has Keyword Not Has Keyword
Subject* **Body** **Message**	Contains All Contains Any Contains Phrase Not Contains Any Not Contains Phrase Has Keyword Not Has Keyword Starts With*
Attachment	Contains All Contains Any Contains Phrase Not Contains Any Not Contains Phrase Has Keyword Not Has Keyword File Name Contains File name Not Contains
Conversation	Is between
Message Size (KB) **Attachment Size (KB)**	Greater Than Less Than

* **Starts With** is only available in **Subject** field.

About Jatheon

We founded Jatheon Technologies Inc. in 2004 to empower companies in their efforts to ensure email compliance and facilitate eDiscovery.

Today, we are leaders in the archiving industry, with **5+ billion processed messages** and unique on-premise and cloud archiving and governance solutions. We continue to raise the bar throughout the industry with our latest enterprise-grade **cCore** archiving appliances, a powerful archiving, retrieval and dynamic monitoring software and best-in class tech support, **Jatheon Care**. In 2017, we built **Jatheon CTRL** - a social media and mobile archiving add-on that smoothly integrates with our email archiving software.

It is our mission to ensure security and bring peace of mind to businesses, government agencies, educational, financial and healthcare institutions across the globe. We're headquartered in Toronto, but we serve clients worldwide through our network of global business partners. For more information, please visit www.jatheon.com.